Worthing Borough Council Cycle Hub

Membership Information, Terms and Conditions

General Membership Information

Cycle hub membership is for a 12 month period, and the annual membership fee is £30.00. You will receive a Cycle Hub fob which will give you access to the Cycle Hub in Worthing High Street Multi-Storey.

Membership is online only, if you If you need help registering please email carparks.team@adur-worthing.gov.uk

You can not pay as you go or register and the Town Hall, Portland House or Car Park Help Point.

Membership is renewed annually, and does not renew automatically. A reminder email will be sent to you two months and one month before your membership expires with details on how to renew it. Your membership account will be deleted one month after your expiry date if you choose not to renew your membership.

Paid members will receive a welcome email and a follow up email within 2 weekdays with details on how to collect your fob.

If your fob stops working email emailcarparks.team@adur-worthing.gov.uk as soon as possible to receive instructions on how to return it. Fobs of active members that have stopped working will be replaced free of charge.

If your fob is damaged, lost or stolen, this must be reported by emailing caparks.team@adur-worthing.gov.uk as soon as possible. The non returnable fee for a replacement fob is £10 online and can be collected as soon as you are contacted by the car parks team.

A Help Point is situated next to the hub to provide assistance to members, including the use of a bike pump.

Cycle Hub - Terms and Conditions

Please read the Terms and Conditions carefully as this relates to your use of the Cycle Hub. By signing up for Cycle Hub membership you are agreeing to abide by the Terms and Conditions.

1	This facility is for daily storage of two wheeled bicycles only. Your Fob is programmed for your use only. Hours of access is 24/7. Assistance from on site staff is normally only available between 9am and 6pm. Should you lose your fob, or if access is unavailable, e.g. due to a power outage, you should contact staff at the car park between these hours, there is no out of hours support.
2	Cycle Hub membership is for a 12 month period. The membership fee is £30.00 and is non-refundable. Each Cycle Hub member requires their own individual fob. Your membership will be revoked if you let anyone else follow you in or lend your fob. If you terminate the use of the hub before the 12 month membership period you will not be part refunded.
3	Members must update Worthing Borough Council if there is any change to their registered address and email contact details by emailing carparks.team@adur-worthing.gov.uk as soon as possible
4	If a member's fob is lost or stolen, this must be reported by emailing carparks.team@adur-worthing.gov.uk as soon as possible to cancel it. To purchase a replacement lost, damaged or stolen fob the cost is £10 payable online at www.adur-worthing.gov.uk were you registered your membership. The fee is non returnable, you will be emailed to be advised of collection. If your fob stops working please email carparks.team@adur-worthing.gov.uk to arrange a free replacement in it's return.
5	Use of this facility is for registered users / members. Members are not permitted to lend their fob, or provide access to the hub for non-members or any other persons are prohibited to access or use your fob for this facility. Holding the door open for other people, or allowing other people to follow you through the door is a breach of this condition and your membership will be revoked with no refund.
6	Members are not permitted to loiter in Cycle Hub for any longer than is necessary to store or remove their bicycle.
7	This facility is for use on a short term / daily basis, for example commuting purposes and not as a long term storage facility.
8	You fob will be deactivated if it hasn't been used in 6 to 12 months.

9	CCTV will be in operation at all times inside and outside the hub. This surveillance will take place with due observation of the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.
10	Any possessions that are left in a Cycle Hub are done so at the members own risk. Worthing Borough Council will not be liable for any loss or damage to property arising from the use of Cycle Hub facilities.
11	Any items of property left unsecured or secured within this facility for period exceeding short term daily use will be treated as abandoned and will be removed. If it is not reclaimed within one month, ownership will vest in the Council and it will be disposed of. The council will not be liable for loss or damage to property arising from its removal after this period.
12	Cycle Hubs are not for use as long term storage, and shall only be used for two wheeled cycles storage on a short term / daily use basis. **Cycles or items of property left for longer than 21 days will be considered abandoned and removed from the hub to a storage location. A warning notice will be attached to the bike after 14 days after which Cycle Hub users will have seven days to move the bike from its current position** unless notified of extenuating circumstances. The property owner is not entitled to any compensation for any damage caused to the removed property that may occur as a result of its removal. If the items removed are not reclaimed by emailing carparks.team@adur-worthing.gov.uk within 14 days of removal, then ownership will vest in worthing Borough Council and the removed items will be disposed of. Worthing Borough Council will not be liable for loss or damage to property arising from its removal after exceeding the short term daily use period.
13	Cycles should be secured using a quality lock, such as a D lock by locking front and rear wheels, and bike frame to Sheffield cycle stand provided. We recommend you don't use cable locks and use two high security locks with a solid secure gold rating. Always lock removable parts or take them with you. Register bike frame number free on the BikeRegister

14	Users must update the council if any change to their registered bicycle and supply new details by email to carparks.team@adur-worthing.gov.uk
15	Worthing Borough Council reserves the right to alter/amend at any time the Cycle Hub Terms and Conditions at its discretion.
16	Membership to Cycle Hub is on a first come, first served basis for two wheeled cycles only. You will be prompted to leave an email address to join a waiting list if no space available.
17	Worthing Borough Council reserves the right to terminate individual member's access and/or membership at its discretion following misuse of facilities and/or theses terms and conditions.
18	Worthing Borough Council will not be liable for any inability to use any Cycle Hub facility or access to your cycles within for any reason.
19	Users accept monitoring and gathering of information for the purpose of facility usage / performance and security purposes of all users access / usage. The hub facility stores usage information (time and date) of individuals unique access fob registered to them.
20	*Data Protection Act 2018* - Please note that your personal details supplied on the application form will be held and/or computerised by Worthing Borough Council for the purposes of processing your membership. Some personal details will be disclosed to banks and other financial institutions, including insurers, in order to process the payment and/or claims and also with Sussex police in case of theft or vandalism. Your personal details will be deleted from our system during the month after the date of expiry of your membership and will not be divulged to any other individuals or organisations for any other purposes. Worthing Borough Council are registered Data Controllers. Please see our Privacy Notice
21	**Behaviour and Conduct Agreement** Members shall act and behave in a friendly and civil manner while using the Hub, including, but not limited to: - respecting the peace, good order, and safety of operations for

	other members - behaving in a way to not cause or suffer any nuisance, harassment or annoyance to any other registered user member or Council Officer. - users are encouraged to help keep the facilities clean and tidy and littering inside the Hub is not permitted.

This document is subject to change. This version is dated November 2019